

BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554

IN THE MATTER OF COMMENTS)	
SOUGHT ON THE DESIGNATION OF)	
211 AND 511 AS ABBREVIATED)	CC DOCKET NO. 92-105
DIALING CODES)	

COMMENTS OF THE
NEW JERSEY BOARD OF PUBLIC UTILITIES¹

I. Introduction

On May 7, 2007, the Wireline Competition Bureau (Bureau) issued a Public Notice in the above referenced docket seeking comments on the status of the implementation and use of the 211 and 511 abbreviated dialing codes. The Bureau requests comments to aid in the determination of whether the 211 and 511 dialing codes are being utilized in the manner for which they were assigned. In its 211/511 Assignment Order, released on July 31, 2000,² the Federal Communications Commission (FCC or Commission) assigned the abbreviated dialing code 211 to be used for access to community information and referral services, and the abbreviated dialing code 511 to be used for access to traveler information services. The New Jersey Board of Public Utilities (Board) respectfully submits these comments and urges the Commission to continue the use of the 211 and 511 dialing codes as designated for the reasons stated below.

¹ Commissioner Frederick F. Butler did not participate in the deliberation or vote in this matter.

² *Petition by the United States Department of Transportation for Assignment of an Abbreviated Dialing Code (N11) to Access Intelligent Transportation System (ITS) Services Nationwide; Request by the Alliance of Information and Referral Systems, United Way of America, United Way 211 (Atlanta, Georgia), United Way of Connecticut, Florida Alliance of Information and Referral Services, Inc., and Texas I&R Network for Assignment of 211 Dialing Code; The Use of N11 Codes and Other Abbreviated Dialing Arrangements*, NSD-L-99-24; NSD-L-98-80; CC Docket No. 92-105, Third Report and Order and Order on Reconsideration, 15 FCC Rcd 16753 (2000) (*211/511 Assignment Order*).

II. Comments

a. 211

The Board approved the Petition of the New Jersey 2-1-1 Partnership (Partnership) seeking to be recognized and endorsed as the sole administrator of the 211 dialing code in New Jersey on October 3, 2002.³ The 2-1-1 Partnership is a non-profit organization which includes all New Jersey United Ways and organizations represented by AIRS-NJ, the two organizations mentioned by the FCC in its *211/511 Assignment Order*. The Partnership, in addition to providing a central way for people to access community information and referral services, serves as a source of information in times of emergency as demonstrated in its assistance in providing information at the time of recent hurricane disasters in New Orleans and surrounding areas. During the crisis, New Jersey 211 and other 211 services throughout the country provided back up to over burdened call takers in the troubled areas and provided contact information to those in need of food, water, shelter, counseling, etc. In New Jersey this help was also provided to persons from the troubled areas who were relocating to New Jersey. The Partnership also has been working with the providers of 911 services to educate the public on when to use 911 service versus 211 service. Furthermore, the Partnership processes more than 15,000 calls per month.

b. 511

The Board approved the Petition of the State of New Jersey Department of Transportation (NJDOT) seeking to be recognized and endorsed as the sole administrator of the 511 dialing code in New Jersey on August 19, 2005.⁴ The Board's approval of the NJDOT is consistent with the FCC designation of 511 as a code to be used to provide easy access to traveler information services per the FCC's *211/511 Assignment Order*.

³ *Order of Approval*, New Jersey Board of Public Utilities, *In the Matter of the New Jersey 2-1-1 Partnership's Request to be Recognized and Endorsed as the Sole Administrator of the 2-1-1 Dialing Code in New Jersey*, Docket Nos. TE02050310 and TX02070427 (October 3, 2002).

⁴ *Order of Approval*, New Jersey Board of Public Utilities, *In the Matter of the State of New Jersey Department of Transportation to be Recognized and Endorsed as the Sole Administrator of the 5-1-1 Dialing Code in New Jersey*, Docket No. TE05060489 (August 19, 2005).

This system enables the user to obtain current traffic information for state highways and other major roadways via an automated system, and allows the user to obtain information on specific routes as well as on general areas within the State. Currently certain carriers have implemented 511 capability, while others have not pending completion of cost negotiations with the Department of Transportation (DOT). Furthermore the DOT indicates that it processes in excess of approximately 5,000 calls per month even without public notification as to the availability of the service.

III. Conclusion

The Board has approved the use of these codes in a manner consistent with the FCC's assignments, and they have proven to be valuable to the consumers of the State of New Jersey. Therefore, the Board encourages the FCC to continue the utilization of the 211 and 511 abbreviated codes for the purposes noted herein.

Respectfully submitted,

New Jersey Board of Public Utilities
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Newark, New Jersey 07102

DATED: June 6, 2007

/s/
JEANNE M. FOX
PRESIDENT

/s/
CONNIE O. HUGHES
COMMISSIONER

/s/
JOSEPH L FIORDALISO
COMMISSIONER

/s/
CHRISTINE V. BATOR
COMMISSIONER

ATTEST:

KRISTI IZZO
SECRETARY